

# **User's Manual**

## **Chungho ComNet 7100/7200 ATM**



**Complete ATM Services**

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# Section 1 Introduction

## 1-1 Specifications



### Customer Handling Unit

#### Display

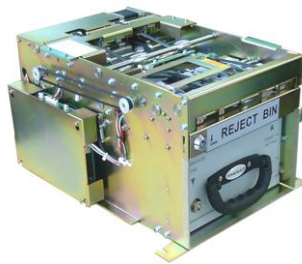
- Screen size : 8"
- TFT color display with VGA
- Resolution : 640×480

#### Keypad

- 16 Numeric Keys for PIN and amount

Input : 8 Function Keys

Card Reader : Dip type C/R (ISO 1,2 Read)



### Cash Dispensing Unit

#### Large Capacity Cassette

- Approx. 1,000 notes per cassette x 1  
(Option : 2,000 notes cassette)

#### Fast Dispensing Speed

- Max. 5 notes per second

#### Number of Cassettes

- 1 denomination for standard

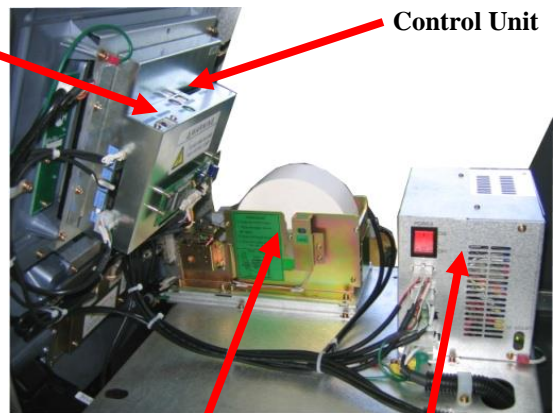
#### Reject bin

- Up to 40 notes



M/T Switch

CDU



Receipt Printer

Power Supply



### **Main Control Unit**

Processor : Intel Xscale PXA255

200MHz

Main/Flash/NV RAM :

64MB/32MB/32KB

56K Modem or 10 Ethernet

OS: Windows CE.NET

CF 1 Port

Serial : Asynchrony 8 Ports

### **Document Handling Unit**

Receipt Print Unit

Printing Method: Thermal Line Print

Print Characters : English, Numeric, Line,  
Symbol, etc.

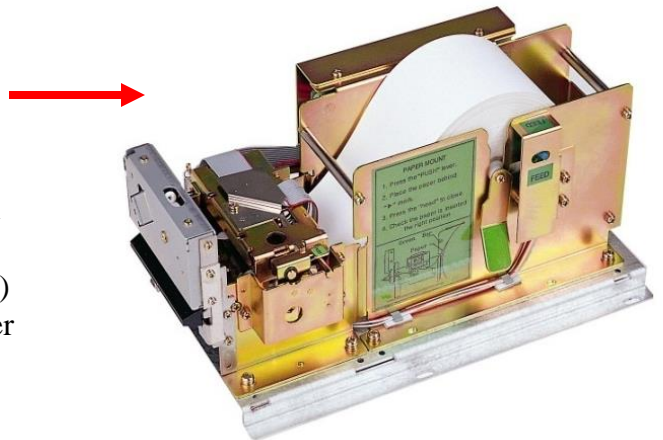
Paper Setting : Semi-auto Loading method

Paper Width : 59mm (Option:79mm)

Print Speed : 100mm/sec (600dots line/sec)

Receipt capacity : Max. 150mm Ø diameter

EMI : FCC Class A



### **Model Specification**

Dimensions (H×W×D)

- 54.8"(1392mm) × 17.7"(450mm) × 21.6"(550mm)

Weight

- Approx. 220lbs (100Kg)

Operating Environment

- Temperature range: 50°F to 100°F(10°C to 38°C)

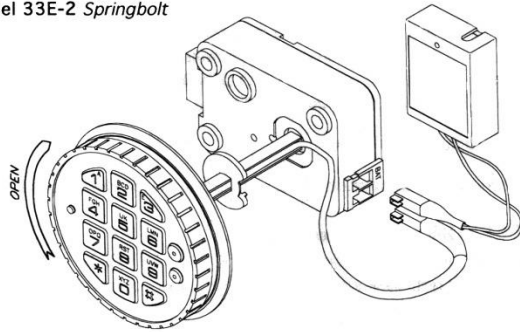
- Relative humidity: Non-condensing 20% to 80%

- Maximum altitude: 9850ft.(3,000m)

## Section 2 Operating Instructions

### 2-1 How To Open the Electronic Lock

Model 33E-1 Deadbolt  
Model 33E-2 Springbolt



#### TO OPEN

1. Press 1-2-3-4-5-6
2. Turn the dial clockwise  
(to the right)

**REMEMBER:** Whenever you change the Combination on the lock, please do it with the door open. If anything wrong happens, you will be able to replace the lock. If you lose the combo or something goes wrong with the door closed, you will need to drill the door and incur into additional expenses.

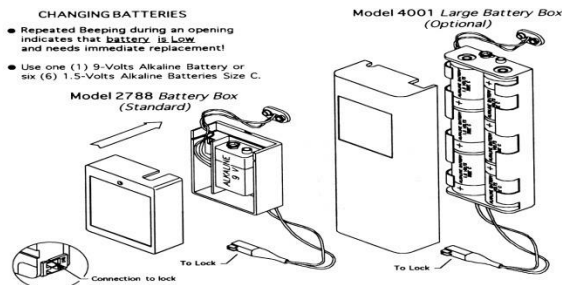
#### How To Change Combinations (Lock signal twice after each valid entry)

1. Press six zeros.
2. Press current combination once.
3. Press new combination twice.

**Invalid Combination Entry** – Lock signal three times and old combination still valid

#### Wrong Try Penalty (Standard feature.)

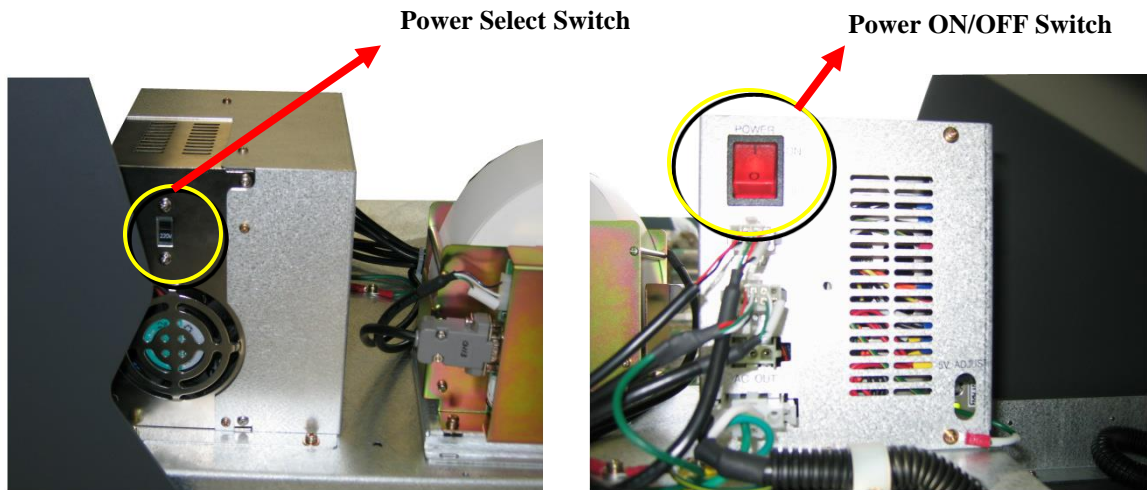
- Entry of four consecutive invalid combinations initiates a 5-minute delay period.
- LED flashes red at 10 second intervals.
- At end of penalty period, two more consecutive invalid combinations will restart the 5-minute delay period.



## 2-2 How To Switch On And Off

To switch the main electric power to your Xtremo 7100, 7200 on or off, proceed as follows.

1. Unlock and open the fascia of your Xtremo 7100, 7200.
2. Confirm the Power Select Switch. (240V)
3. Press the switch to the required position:
  - **On** (pressed in at the Up side).
  - **Off** (pressed in at the Down side).



Xtremo 7100, 7200

**Note:** After you have switched on the ATM power, it will take several minutes for the terminal to load all of its software and start displaying the application.

3. Close and lock the ATM.
4. If required, you can reset the ATM by following the above procedure.



### **WARNING – FIRE AND PERSONAL INJURY HAZARD**

Install the ATM to a non – flammable surface such as a metal surface, otherwise fires may result.

Do not place the ATM near flammable materials, otherwise fires may result.

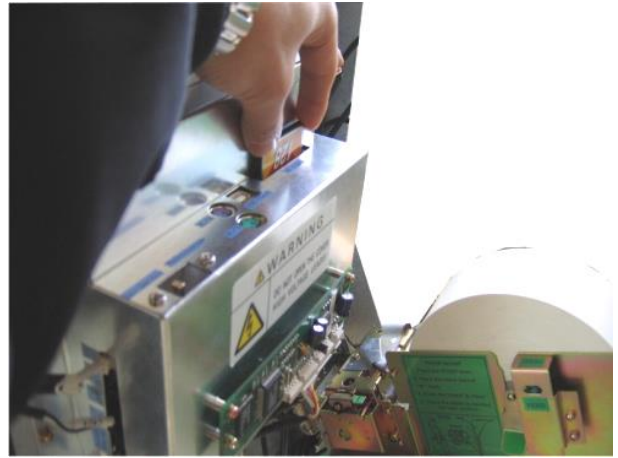
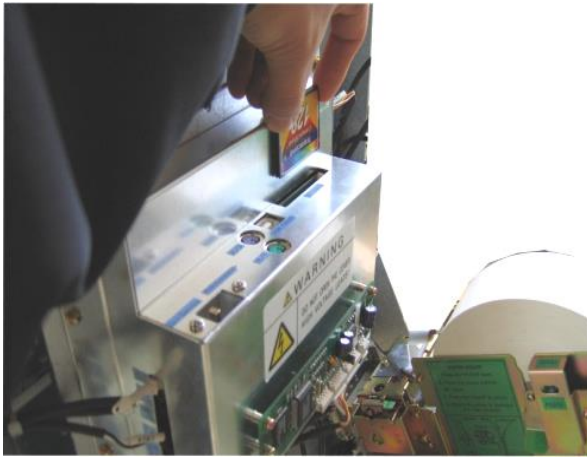
Do not hold the Inverter by the ATM cover when transporting it, otherwise the ATM may fall down, which could cause severe injury.

Do not let any scraps of thread, paper, sawdust, dirt, metal shavings or other foreign objects get inside the ATM or onto the cooling fins, otherwise fires or problems with operation may result.

Do not install and operate the Inverter if it is damaged or if some of the parts are missing. Doing so may result in severe personal injury.

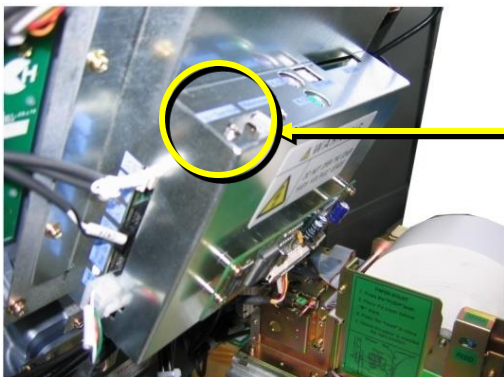


## 2-3 How To Insert And Remove Flash Card (Xtremo 7100,7200)



You can insert the Flash Card on the back of the Main Control Unit.

You will find a slot in which you can plug the Flash card (as shown on the pictures).



### How to Backup/Download the Journal

1. Insert the Flash Card.
2. Place the central switch on "Maintenance" mode.
3. Enter your password, then select "Clerk", "Journal".
4. Select "View All" and "Back up".
5. When you get the message "Back up complete", remove the Flash Card and press "exit"

## Section 3 How to use Xtremo Control Panel Mode

### 3-1 How to program Xtremo 7100,7200

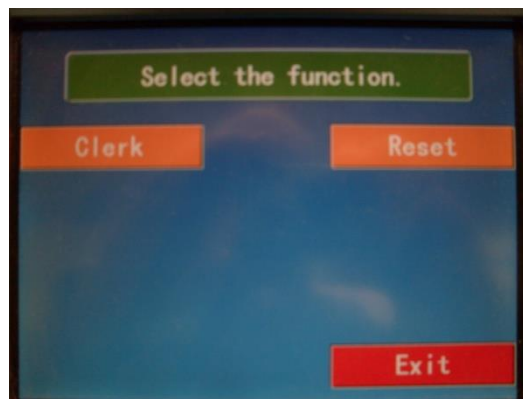


To change the settings of the Xtremo 7100, 7200 you should access into the Main Menu.

1. Open the Top Part and place the switch on Maintenance.
2. Enter the Password.

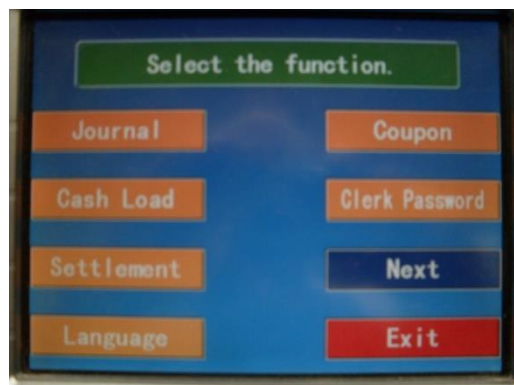
**The merchant default password is 25800852.**

### Overview of the Main Menu



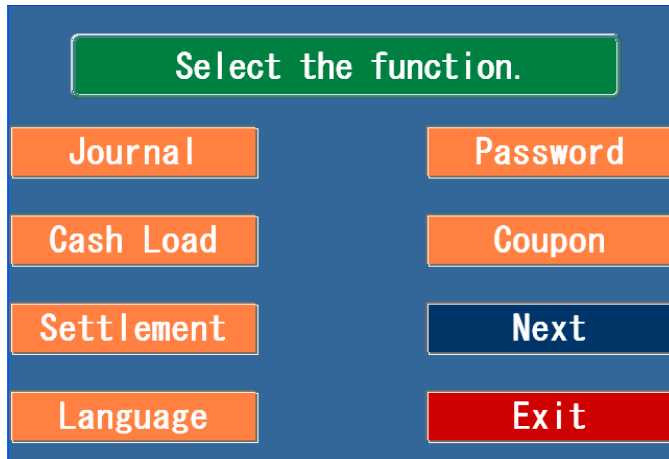
This is the Main Menu screen. It has the Clerk menu and sub-menus.

### < Clerk >





### 3-1-1 Clerk



The Clerk Menu is most frequently used by the owner of the ATM. This menu can manage Cash Setting and other features.

#### Clerk → Settlement



You must select this menu every time you add cash to a cassette. Please note that you need to insert the number of bills.

#### How to add money:

1. Type on the keypad the number of bills you want to add.
2. This action will show three new buttons on the right: **Insert**, **Clear**, **Exit**.
3. Press **Insert**. This action will add the number in the “Total” and “Remaining”

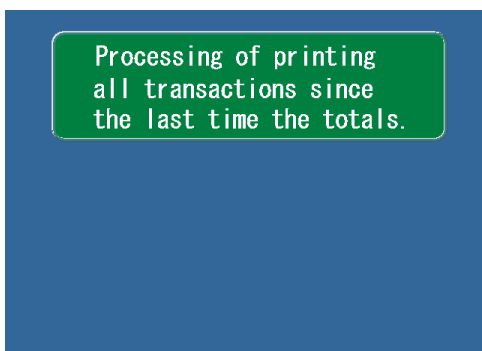
If you have entered the correct amount, now, you can press **“Exit”** to go back to the previous menu.

#### How to cancel or correct the # of bills:

1. Press **“Cassette Total”**. This is going to clear all information. All boxes will show 0.
2. In order to add money, follow the previous instructions on “How to add money”

If you want to print a receipt without clearing any information on the ATM, press **“Trial Cassette Total”**. This action is going to give you a printed record on the current cash set information.

## Clerk → Settlement → Trial Close



<ATM's screen during connecting host>

The “Trial Close” feature is designed to perform a Day Close Operation without actually closing out the machine. This operation will print a receipt with information on number of transactions, host and terminal total requested and total amount dispensed. This report is identical to the “Day Close” one. The only difference is that the Trial Close will not zero out the amounts. This report is useful if you wish to know current total statistics without closing them out. To run this report, press the relative side function key.

## Clerk → Settlement → Day Close

This menu enables you to have a printed record on number of transactions, Host and Terminal total amounts requested and dispensed. This feature will automatically zero out the information. Transaction totals shown on the receipt are those ones starting from the last time a Day Close was performed. If you look carefully, the printed receipt will show two sections: Host and Terminal totals.

The ATM automatically performs a Day Total everyday at a predetermined time by every Processing company. Under the host totals, you can see transactions occurred during this period of time. Under the terminal totals, on the other hand, you can see transactions occurred during the last time you performed the last Day Close until the moment you do it again. For this reason, if you perform a Day Close before or after the processor has done its automatic day close, you may see different values between what the terminal had reported and what the host reports. To avoid this, try to perform every day the day close at the closest time at which your processing company closes out. If you do not match your processor, the missing transactions will usually appear on the next total.

**REMEMBER:** Once the ATM prints out this receipt, all values are reset to 0.

## Clerk → Language

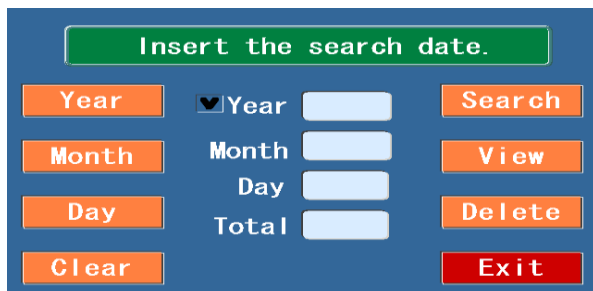


Through this menu, you can set up to 7 languages to display on the ATM screen.

Xtremo 7100, 7200 provides 7 different languages, English, French, Italian, Spanish, Korean, Japanese and Chinese. To enable/disable a language, just press the relative side function key

## Clerk → Journal → Search

You can select “View”, “Search”, “Delete” options for the Journal. This is a file database on the ATM’s hard disk, which contains all transactions recorded by the ATM. This is very useful in locating transaction disputes, transaction errors, or transaction occurred on the ATM.

The screenshot shows a blue background with a green header box containing the text "Insert the search date.". Below this, there are three rows of input fields. The first row has an orange button labeled "Year", a dropdown menu currently showing "Year", and an orange button labeled "Search". The second row has an orange button labeled "Month", a dropdown menu currently showing "Month", and an orange button labeled "View". The third row has an orange button labeled "Day", a dropdown menu currently showing "Day", and an orange button labeled "Delete". At the bottom left is an orange button labeled "Clear", and at the bottom right is a red button labeled "Exit".

<Search screen>

You can search the transaction records by the Year, the month, or the day. Once you insert the date, you can press “Search”, then “View”. The box “Total” shows the total number of records for the specific date you have inserted.

It is always recommended to backup the journal before deleting it.

(In order to backup the journal, please follow the instructions shown on page 6.)

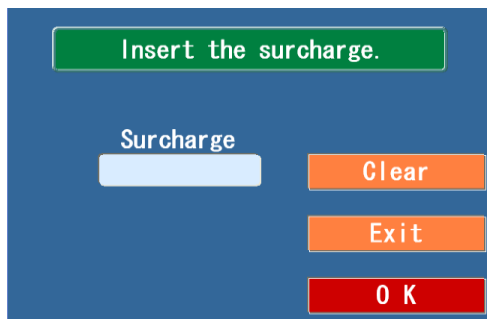
## Clerk → Password

The screenshot shows a blue background with a green header box containing the text "Insert old password.". Below this, there is a text input field labeled "Old password" with a light blue background. Below the input field is a row of 16 small circles, each containing a zero. To the right of the input field are three buttons: an orange button labeled "Clear", an orange button labeled "Exit", and a red button labeled "OK".

This menu enables you to set or modify your Clerk (operator) password:

- input the current password
- input the new password
- re-input the new password (for confirmation)

## Clerk → Next → Surcharge

The screenshot shows a blue background with a green header box containing the text "Insert the surcharge.". Below this, there is a text input field labeled "Surcharge" with a light blue background. To the right of the input field are three buttons: an orange button labeled "Clear", an orange button labeled "Exit", and a red button labeled "OK".

Through this menu, you can modify the surcharge amount:

1. Choose surcharge amount you want to change including cents.

2. Click **OK**

i.e. if you want to set \$1.50 as surcharge, press 1-5-0 on the keypad. Then press “**OK**”.

## 3-2 Error Codes and Suggested Solutions

### 3-2-1 PCB

Error Code	Meaning	Suggested Resolution
0E010	Port open error	The connection between the PCB and the communication port is not established. Please check the connection between PCB and the PC. If problem persists, replace the cable or PCB board
0E111	Command time over	Check the connection of the device cable, If problem persist replace the device, cable, or port.
0E113	Response time over	
0E121	Data NAK response retry over	
0E123	NAK send retry over	
0E131	Response frame error	
0E132	Undefined response code	
0E191	RX FIFO Error	Software error. Please the manufacturer if these error happen.
0E192	RX Over Run	
0E193	Other Communication Driver Error	
0E211	Non defined application parameter or property	
0E212	Sub program application double work	
0E213	Command timing error	
0E214	Non defined application command	
0E231	Reset Dll Load Error	
0E232	Reset Initial Error	
0E233	Reset default Error	
0E241	Watch Dog dll load error	
0E242	Watch Dog registry error	
0E243	Watch Dog map IO Base error	
0E244	Watch Map Reset Base error	
0E245	Watch Dog default Error	
0E245	Watch Dog default Error	Software error. Please the manufacturer if these error happen.

0E251	GPIO Dll Load error	Software error. Please the manufacturer if these error happen.
0E252	GPIO Registry error	
0E253	GPIO Map IO base Error	
0E254	GPIO Prot Number error	
0E255	GPIO default error	
0E411	PCB Status value error	Reset the machine, If problems persists, please contact the service provider.
0E421	Invalid data(Operator key initialize)	
0E422	Invalid data(Maintenance key initialize)	
0E423	Invalid data(Initialize)	
0E433	Invalid data(Status)	

### 3-2-2 Card Read

Error Code	Meaning	Suggested Resolution
1G010	Port open error	Check the connection of the card reader cable, if problem persist replace the card reader, cable or the port
1G111	Command time over	Check the connection of the device cable, If problem persist replace the device, cable, or port.
1G191	RX FIFO Error	Software error. Please contact the manufacturer if these error happen.
1G192	RX FIFO Over error	
1G193	Other Communication Driver Error	
1G213	Command timing error	
1G214	Non defined command	

### 3-2-3 Printer

Error Code	Meaning	Suggested Resolution
2G010	Port open error	Check the connection of the Printer cable, if problem persist replace the Printer, cable or the port
2G111	Response time over	
2G191	RX FIFO Error	Software error. Reset the machine, if problems persist, please contact the manufacturer
2G192	RX Over Run	
2G193	Other Communication Driver Error	
2G212	Sub program application double work	
2G213	Command timing error	
2G214	Non defined application command	
2G215	Print data size over	
2G231	Reset Dll Load Error	
2G232	Reset Initialize Error	
2G233	Reset default Error	
2G4C2	Head open error	Close the printer header and press reset
2G4C3	Head temperature error	Check Header
2G4C4	Cutter error	Parts need to be replaced



### 3-2-4 CDU

Error Code	Meaning	Suggested Resolution
4G010	Port open 실패	Check the connection of the CDU cable, if problem persist replace the CDU, cable or the port
4G111	Response time over	
4G112	Data response time over(STX)	
4G113	Data response time over(ETX)	
4G114	Time over	
4G121	NAK receive retry over	
4G123	NAK send retry over	
4G132	Command mismatch	
4G133	Close the reject box	Please check if the reject bin is in
4G134	Divert act sensor error	Reset the machine. If problems persist, please contact the service provider.
4G135	Jam	
4G191	RX FIFO Error	Software error. Please contact the manufacturer if these error happen.
4G192	RX Over Run	
4G193	Other Communication Driver Error	
4G211	Main send non defined command	
4G212	Double work error	
4G213	Command timing error	
4G214	Receive non defined command	
4G231	Reset Dll Load Error	
4G232	Reset Initial Error	
4G233	Reset default Error	
4G411	Cash remain in cash tray	Reset the machine.
40011	Upper check sensor left jam	Bill jam or sensor failure. Look for the bill jam very thoroughly.
40012	Upper check sensor right jam	
40013	Upper check sensor both jam	
40014	Lower check sensor left jam	

40015	Lower check sensor right jam	Bill jam or sensor failure. Look for the bill jam very thoroughly.
40016	Lower check sensor both jam	
40017	Divert sensor left jam	
40018	Divert sensor right jam	
40019	Divert sensor both jam	
4001A	Eject sensor jam	
4001B	Exit sensor jam	This error happens if there is no money in the machine but there is money in the software
40021	Pick up error	
40022	Over dispense bill	
40023	Upper box over eject	
40024	Lower box over eject	
40025	Motor under run	
40032	No Reject box	Reject tray is not in all the way
40033	Insert upper cash box	Insert the cassette
40034	Insert lower cash box	
40035	Divert sensor error	Hardware failure. Reset the machine if problems persist, please contact the service provider.
40041	Check sensor time out	
40042	Divert timeout	
40043	Eject timeout	
40044	Exit timeout	
40045	Diver ⇔ eject timeout	
40046	Reverse jam	
40047	Divert error	
40051	BCC error	
40052	Command error	
40053	Response time out	
40054	ACK receive error	

40055	Undefined command receive	Reset the machine, If problems persists, please contact the service provider.
40056	Receive dispense command after cash end	
40057	Eject ⇔ Exit sensor jam	
40058	Received dispense command over 50 notes or zero note	
40059	Differ count eject sensor from exit sensor	
4005A	Differ count divert from eject sensor	
41011	Upper check sensor left jam	Bill jam or sensor failure. Look for the bill jam very thoroughly.
41012	Upper check sensor right jam	
41013	Upper check sensor both jam	
41014	Lower check sensor left jam	
41015	Lower check sensor right jam	Bill jam or sensor failure. Look for the bill jam very thoroughly.
41016	Lower check sensor both jam	
41017	Divert sensor left jam	
41018	Divert sensor right jam	
41019	Divert sensor both jam	
4101A	Eject sensor jam	
4101B	Exit sensor jam	
41021	Pick up error	This error happens if there is no money in the machine but there is money in the software
41022	Over dispense bill	Contact the service provider for the maintenance
41023	Upper box over eject	
41024	Lower box over eject	
41025	Motor under run	
41032	No Reject box	Reject tray is not in all the way
41033	Insert upper cash box	Insert the cassette
41034	Insert lower cash box	

40035	Divert sensor error	Hardware failure. Reset the machine if problems persist, please contact the service provider.
40041	Check sensor time out	
40042	Divert timeout	
40043	Eject timeout	
40044	Exit timeout	
40045	Diver ⇔ eject timeout	
40046	Reverse jam	
40047	Divert error	
40051	BCC error	
40052	Command error	
40053	Response time out	
40054	ACK receive error	
40055	Undefined command receive	Reset the machine, If problems persists, please contact the service provider.
40056	Receive dispense command after cash end	
40057	Eject ⇔ Exit sensor jam	
40058	Received dispense command over 50 notes or zero note	
40059	Differ count eject sensor from exit sensor	
4005A	Differ count divert from eject sensor	
43020	Good Operation	
43021	Pickup error	This error happens if there is no money in the machine but there is money in the software
43022	Mistracked note at feed	Reset the machine, If problems persists, please contact the service provider.
43023	Mistracked note at double detect	
43024	Mistracted note at exit	
43025	Note too long at exit	
43026	Blocked exit	
43027	Too many notes	
43029	S11 sensor jam	

4302A	Timing wheel	Hardware failure. Reset the machine if problems persist, please contact the service provider.
4302C	Bad roller profile	
4302D	Reject error	
4302E	Exit quantified	
4302F	Note missing at double detect	
43030	Reject rate exceed	
43031	Jam at exit	Bill jam or sensor failure. Reset the machine, If problems persists, please contact the service provider.
43032	Interference recovery	Hardware failure. Reset the machine if problems persist, please contact the service provider.
43033	Suspect exit accountancy	
43034	RAM error	
43035	EPROM error	
43036	Operation timeout	
43037	RAM corruption	
43040	Cassette motor echo error	
43041	Mistracked note at S17 sensor	
43042	Mistracked note at S23 sensor	
43043	Reject gate open error	Please check if the reject bin is in
43045	Note jam	Bill jam or sensor failure. Reset the machine, If problems persists, please contact the service provider.
43046	S15/S16 error	Hardware failure. Reset the machine if problems persist, please contact the service provider.
43047	Pick up over	
43048	Reject error	
43049	Please insert cassette	Please insert cassette
4304A	S17 jam	Bill jam or sensor failure. Look for the bill jam very thoroughly.
4304B	S19 error	
4304C	S23 error	
4304D	Corrupted note count	

4304E	S15/S16 jam	Hardware failure. Reset the machine if problems persist, please contact the service provider.
4304F	Undefined command	
4G020	Prot close failure	Fetal error. Please contact the manufacturer
4G122	Receive(STX) retry over	Hardware failure. Reset the machine if problems persist, please contact the service provider.
4G136	Reject sensor error	
4G137	Dispense sensor error	
4G192	Receiver over run	
4G411	Cassette Error	
4G444	No money in the machine	
4G999	No cash box	

### 3-2-5 ADA

Error Code	Meaning	Suggested Resolution
6G010	Port open error	The connection between the ADA and the communication port is not established. Please check the connection between ADA and the PC. If problem persists, replace the cable or ADA board
6G020	Port close failure	
6G111	Command response time over	Check the connection of the Printer cable, if problem persist replace the card reader, cable or the port
6G113	Response time over	
6G114	Data receiving time over	
6G191	RX FIFO Error	Software error. Please contact the manufacturer if these error happen.
6G192	RX Over Run	
6G193	Other Communication Driver Error	
6G212	Double work error	
6G213	Non-defined application command	
6G214	Non-defined application command	
6G433	Response error	



### 3-2-6 Modem

Error Code	Meaning	Suggested Resolution
5G001	Port Error on Status	Check the connection of the Modem cable, if problem persist replace the modem, cable or the port
5G002	Port Close Error	
5G004	Timeout Command on Initialize	
5G005	Port Error on Initialize	
5G008	No dial tone	Check the dial tone from the phone jack
5G010	Port error on dial	
5G011	Port Open Error	
5G013	Disconnection	
5G014	Disconnection	
5G015	Dial command error	
5G017	Dial error	
5G120	Line disconnection	
5G030	Dialing time over	Software error. Reset the machine, if problems persist, please contact the manufacturer
5G113	Dialing failed (Dialing retry over)	
5G016	Invalid Command	
5G212	Sub program application double work	
5G122	ENQ Timeout	
5G123	Data frame time over(ACK)	
5G124	Data frame time over(STX)	
5G125	Data frame time over(ETX)	
5G045	Data frame time over(BCC)	
5G127	Disconnect Response	
5G128	Disconnect (EOT)	
5G129	Disconnect(ETX)	
5G126	Data frame time over(EOT)	
5G029	Time out command error	
5G136	Receive NAK retry over	Please Reset the machine, if problems persist, please contact the service provider.
5G061	Unknown error after send	Please Reset the machine, if problems persist, please contact the service provider.

### 3-2-7 PED

Error Code	Meaning	Suggested Resolution
0G010	Port open error	The connection between the PED and the communication port is not established. Please check the connection between PED and the PC. If problem persists, replace the cable or PED board
0G020	Port close failure	
0G111	Poll time over	Check the connection of the device cable, If problem persist replace the device, cable, or port.
0G113	Response time over	
0G121	Data NAK response retry over	
0G123	NAK send retry over	
0G131	Response frame error	
0G132	Undefined response code	Software error. Please contact the manufacturer if these error happen.
0G133	Mode mismatched	
0G134	Response length error	
0G191	RX FIFO Error	
0G192	RX Over Run	
0G193	Other Communication Driver Error	
0G194	Command Response Error	
0G195	Command Response Error	
0G212	Double work error	
0G213	Non-defined application command	Please Reset the machine, if problems persist, please contact the service provider
0G411	Command retry over(IDLE)	
0G423	Command retry over(Initial)	
0G433	Command retry over(Status)	
0G443	Command retry over, data error(PED mode)	
0G453	Command retry Over(Normal mode)	
0G463	Command retry over, data error(Set Working Key)	
0G473	Data length error	

### 3-2-8 Work & Main

Error Code	Meaning	Suggested Resolution
0J012	No match Mac Check Data	Check the Mac Key and retry download MAC Data, If problems persists, please contact the service provider and processing company.
0J014	No match FS after Bank ID	Reset the machine. If problems persist, please contact the service provider and processing company.
0J015	No match FS after Terminal ID	
0J016	No match FS after Response Type	
0J018	No match FS after Mac Time Value	
0J019	No match FS after Serial Number	
0J020	No match FS after Response Code	
0J021	No match FS after Reference Number	
0J022	No match FS after Settlement Date	
0J023	No match FS after Account Balance	
0J024	No match FS after Available Balance	
0J025	No match FS after Surcharge(Transaction SR)	
0J026	No match FS after Response Text	
0J031	No match FS after Date and Time	
0J032	No match FS after Health Timer	
0J033	No match FS after Working Key	Check the des type, Reset the machine. If problems persist, please contact the service provider and processing company.
0J034	No match FS after Surcharge(Configuration SR")	Reset the machine. If problems persist, please contact the service provider and processing company.
0J035	No match Response Sub Type	
0J036	No match Destination Key	
0J037	No match Encryption Key	
0J040	No match FS after Mac Work Key Flag	
0J041	No match FS after Response Sub Type	

Error Code	Meaning	Suggested Resolution
0J042	No match FS after Destination Key	Reset the machine. If problems persist, please contact the service provider and processing company.
0J043	No match FS after Encryption Key	
0J044	No match FS after BIN Flag	
0J045	No match FS after Triple Work key	
0J046	No match FS after Offline PIN	
0J047	No match FS after Offline wireless carrier Iv Number	
0J080	No match FS after LD Account Number	
0J081	No match FS after LD Voucher Serial Number	
0J082	No match FS after LD Voucher Expiration Date	
0J083	No match FS after LD Voucher PIN	
0J084	No match FS after LD Voucher Phone Number	
0J085	No match FS after LD Voucher Customer service Phone Number	
0J086	No match FS after LD Voucher Carrier IVR Number	
0J087	No match FS after Sales Tax Rate	
0J088	No match FS after Sales Tax Amount	
0J089	No match FS after MOP ID	
0J090	No match FS after LD Receipt Disclosure Information	
0J091	No match FS after Wireless Customer Phone Number	
0J092	No match FS after Convenience Fee(Money Transfer)	
0J093	No match FS after Convenience Fee Tax(Money Transfer)	
0J095	No match FS after Promotional(Money Transfer)	
0J094	No match FS after Send Amount(Money Transfer)	

Error Code	Meaning	Suggested Resolution
0J096	No match FS after Confirmation Code(Money Transfer)	Reset the machine. If problems persist, please contact the service provider and processing company.
0J097	No match FS after MTCN(Money Transfer)	
0J098	No match FS after Approved Amount(Money Transfer)	
0J050	Bank ID length error	Check the Bank ID, If problems persist, please contact the service provider and processing company.
0J051	Terminal ID length error	Check the Terminal ID, If problems persist, please contact the service provider and processing company.
0J052	Response Type length error	If problems persist, please contact the service provider and processing company.
0J053	Mac Time Value length error	
0J054	Local Date, Local Time length error	
0J055	Health Timer length error	
0J056	Working Key length error	Check the des type, If problems persist, please contact the service provider and processing company.
0J057	Mac Check Data length error	Check the MAC setup, If problems persist, please contact the service provider and processing company.
0J058	Serial Number length error	If problems persist, please contact the service provider and processing company.
0J059	Response Code length error	
0J060	Configuration Request length error	
0J061	Response Sub Type length error	
0J062	Destination length error	
0J063	Encryption length error	
0J064	Mackey Work Key length error	
0J070	No match Bank ID	Check the Band ID, If problems persist, please contact the service provider and processing company.

Error Code	Meaning	Suggested Resolution
0J071	No match Terminal ID	Check the terminal ID, If problems persist, please contact the service provider and processing company.
0J072	No match Request Type	If problems persist, please contact the service provider and processing company.
5J001	Phone Number length error	Check the phone number
5J002	Send Receive Timeout(Dialing)	Check the phone line, If problems persist, please contact the service provider and processing company.
5J003	Receive error(Configuration SR)	
5J004	Receive error(Cancel SR)	
5J005	Receive error(BIN SR)	
5J006	Receive error(Health message SR)	
5J007	Receive error(Mac Work Key SR)	
5J008	Send Receive Timeout(Configuration SR)	
5J009	Send Receive Timeout(Host total SR)	
5J010	Send Receive Timeout(Mac Work Key down SR)	
5J011	Send Receive Timeout(Transaction SR)	
5J012	Send Receive Timeout(BIN SR)	
5J013	Send Receive Timeout(Health message SR)	
5J014	Receive error(Cash position SR)	
EJ001	PED mode error	Check the des type and PED device
EJ002	PED password error	Check the master key data, If problems persist, please contact the service provider
EJ003	PED single first key error	
EJ004	PED single second key error	
EJ005	PED single master checksum error	
EJ006	PED triple first key error	
EJ007	PED triple second key error	
EJ008	PED triple master checksum error	
EJ009	PED MAC key error	



Error Code	Meaning	Suggested Resolution
2G4C1	No paper(receipt)	Add receipt paper
4J001	Pickup retry over	This error happens if there is no money in the machine but there is money in the software
0J001	Undefined, Check your money	please contact the service provider.
0J002	No match amount, Check your money	
00001	Out of memory	Reboot the machine. If problems persist, please contact the service provider.
0000F	Window error	
000E0	Invalid Work class	Software error. if problems persist, please contact the manufacturer
000F0	Invalid DBM index	

## Section 4 Cash Dispenser

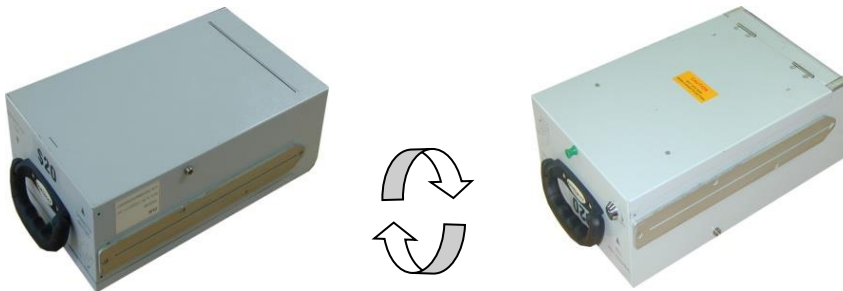
### 4-1 Replenishing GBM 1000(2000)-CH Currency Cassettes

To replenish the cash cassettes in the GBM 1000(2000)-CH proceed as follows.

1. Push the lock-bracket of the dispensing mechanism, at the same time, grasp the handle of the Cassette and pull out the cassette to the front.



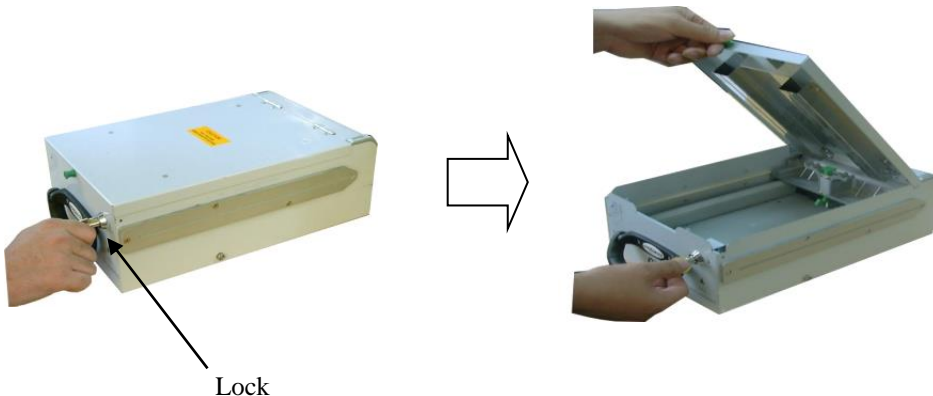
2. Turn the cassette upside down and place the cassette in the even table.



<At the time of cassette pulled>

<Placing the cassette in the even table>

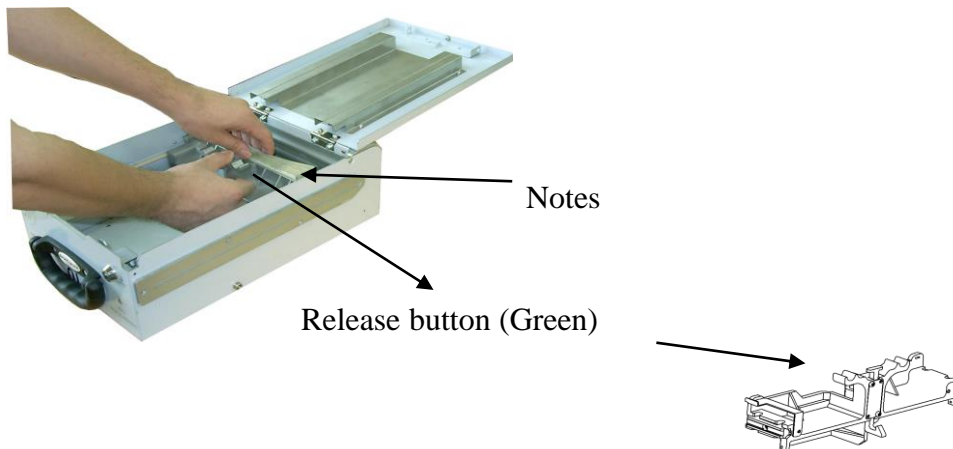
3. After rotating the lock to the right with a cassette key, open the cassette lid upward.



4. Push the push plate to the back till locking.



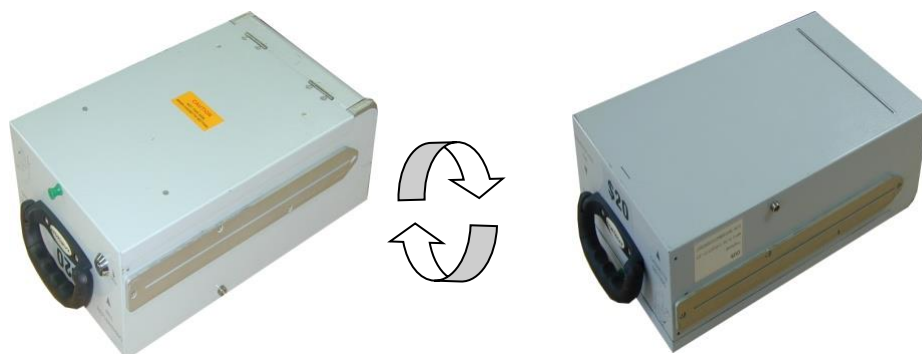
5. Setting the notes evenly, and pushing the release button smoothly until the push plate contacts the notes.



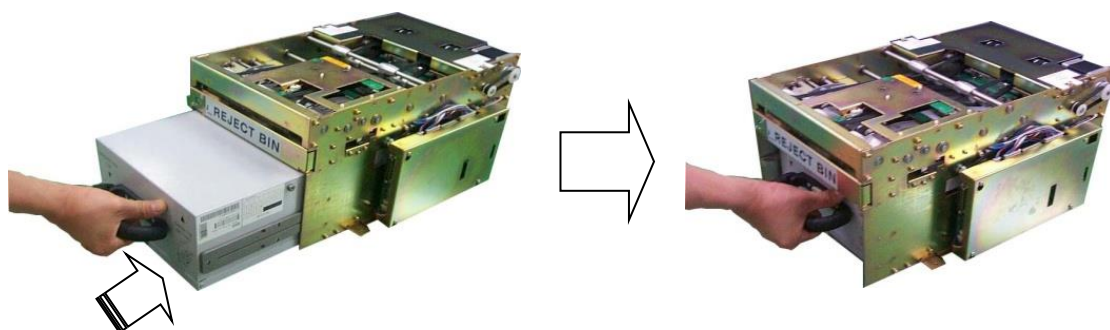
6. After closing the cassette lid and turning the cassette key to the upper side, Check the cassette lid locking



7. Turn the cassette upside down.

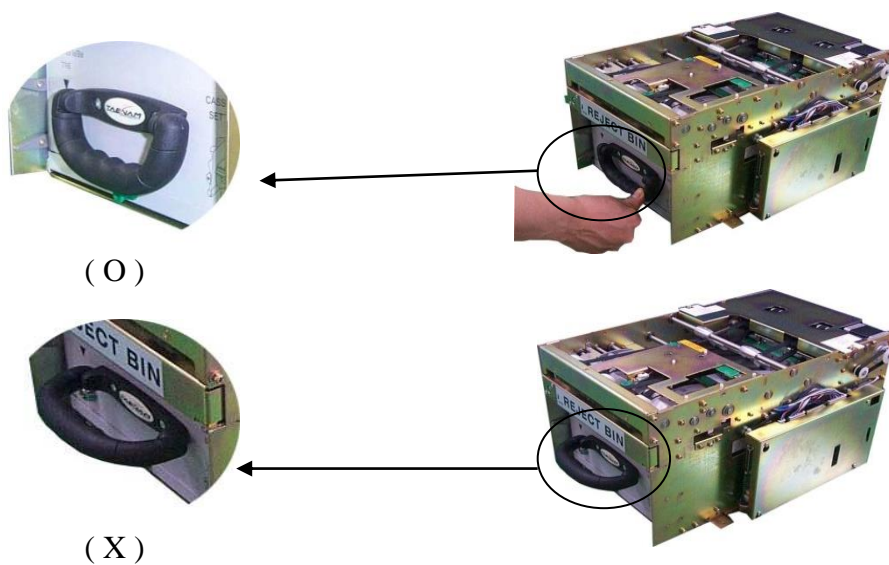


8. Push the cassette into the dispensing mechanism till locking entirely.



(NOTE: The lid of the cassette must be not set upward.)

9. Make sure that the handle is downward.

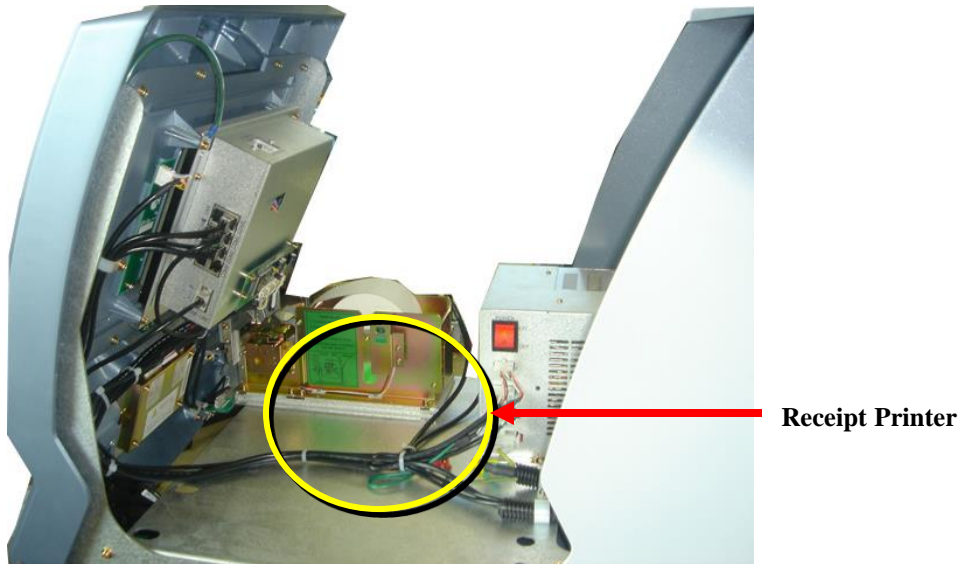


## Section 5 Receipt Printer

### 5-1 How To Replenish The Receipt Printer Paper

To replace the printer paper proceed as follows:

1. Unlock and open the fascia of the Xtremo 7100, 7200.

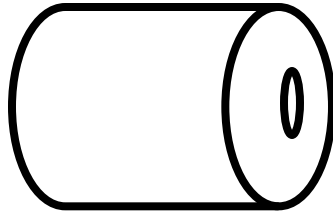


2. If there is any paper remaining on the paper roll core, tear between the roll and the printer. Press the paper feed switch until the remaining paper is fully ejected through the fascia exit slot.
3. Lift up the remaining printer roll (or empty core). Remove the spindle from the paper core and retain the spindle.

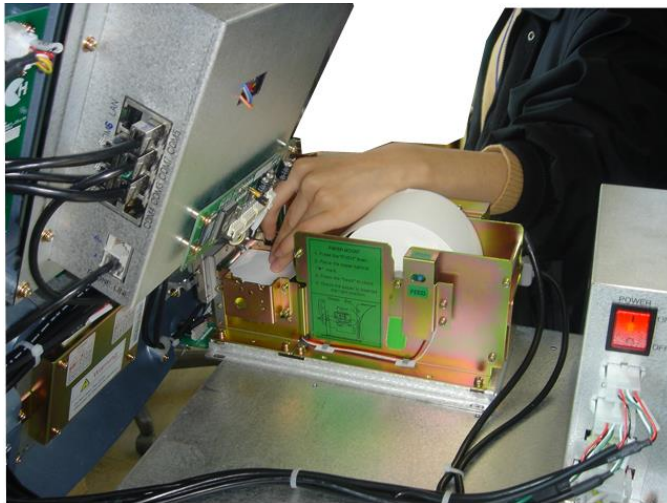


4. Remove enough paper from the new paper roll so that you do not have any traces of glue or tape marks on the roll. Tear or cut off the end of the supply roll to make a clean straight edge.

5. Insert the spindle through the core of the new paper roll. Make sure the spindle stops are fully pushed up against the paper roll core.



6. Lower the paper roll into the slots in the printer brackets so that the paper feeds forward from the top of the roll as shown. The spindle stops should be on the side viewed below.



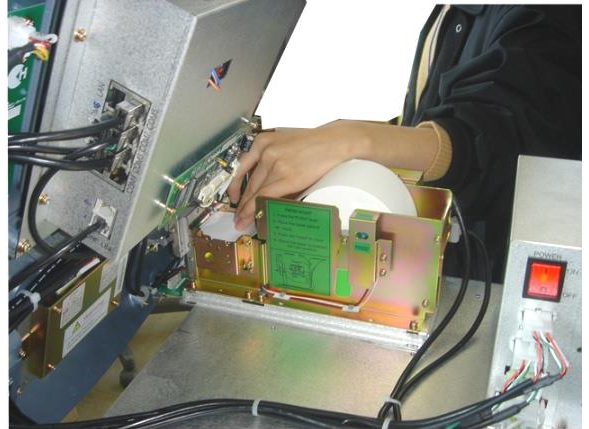
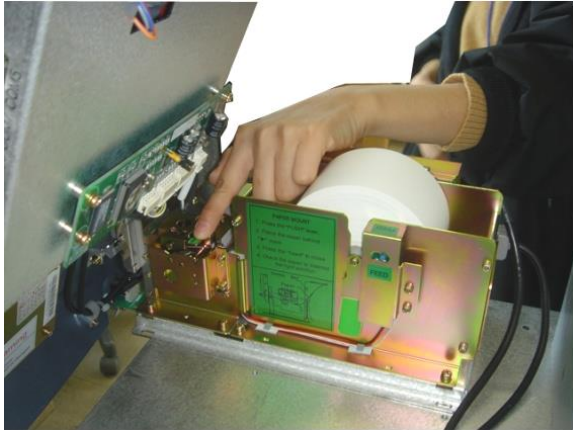
7. Insert the leading edge of the roll into the printer slot until the printer starts to feed the paper through automatically.
8. When the paper stops feeding, press the feed switch once.  
The paper will feed through and cut automatically. If the paper does not emerge, refer to the section “How To Clear Receipt Paper Jams”.
9. Push the fascia back into the Xtremo 7100, 7200 and lock.
10. Select General Menu from the Maintenance Mode.
11. Press Reset.



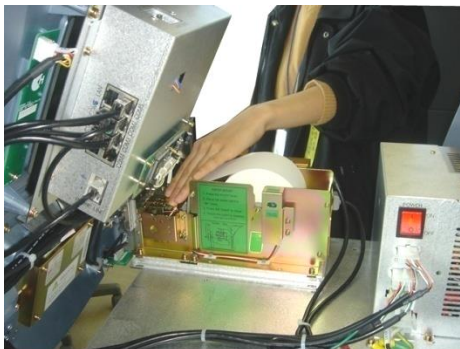
## 5-2 How To Clear Receipt Printer Jams

To clear a jam within the receipt printer, proceed as follows:

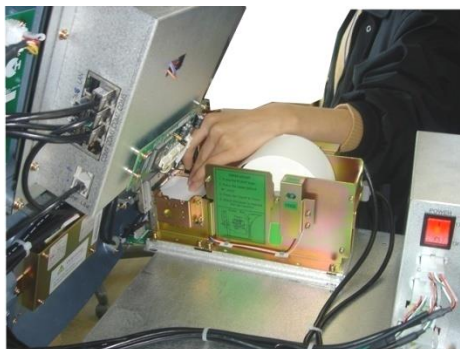
1. Unlock and open the fascia of the Xtremo 7100, 7200.
2. Inspect the printer to see if you can identify the cause and location of the paper jam.



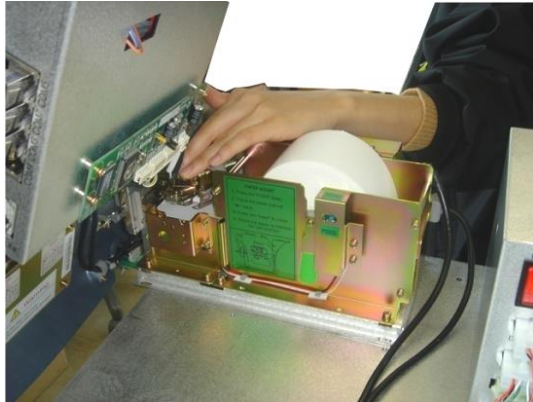
3. Tear the paper between the paper roll and the printer. Press the feed switch until the paper is fully ejected from the printer mechanism. If there is any paper jammed in the exit area, try to remove it carefully with your fingers.



4. Make sure that the paper roll can turn freely by spinning the paper roll backwards away from the fascia. If the roll or spindle do not turn freely, lift out the remaining paper roll from the printer and check that there are no foreign objects preventing the paper roll from rotating. If no obstruction can be found, replace the paper roll.



5. If the jammed paper is not visible, press the paper feed switch to fully eject the paper out of the exit slot.
6. If paper does not emerge from the exit slot, open the printer by pulling out the latch shown below, and pull the printer backwards. Carefully remove any torn paper with your fingers.



7. Close the printer by pulling out the latch and pushing the printer fully home before releasing the latch.
8. To reload the paper, make sure that the leading edge of the paper is fairly straight by tearing off the end of the supply roll to make a clean straight edge.



9. Insert the leading edge of the roll into the printer slot until the printer starts feed the paper through automatically.
10. When the paper stops feeding, press the feed switch once. The paper will feed through and cut automatically.
11. Push the fascia back into the ComNet Series and lock.
12. Select General Menu from the Maintenance Mode.
13. Press Reset.



